COVID-19 Emergency Operations Center

SOP No: MS-173
Draft Date: 3/19/2022

Standard Operating Procedure

Subject: Mandatory Staff Trainings For Medical Sheltering Sites

1. **Introduction**
   The purpose of this Standard Operating Procedure (SOP) is to provide guidance of mandatory staff development and trainings needed to enhance employee skills and abilities to ensure employees are qualified to fulfill their job responsibilities and promote awareness and sensitivity to cultural backgrounds and needs.

2. **Minimum Training Standards**
   1. All Quarantine and Isolation employees shall complete the following courses:
      i. An orientation course in Health Services Administration provided by DHS
      ii. A foundation course in the county's policy of equity for employees provided by DHS
      iii. A course in sexual harassment prevention as provided/recommended by DHS
      iv. A course in HIPAA Privacy and Security Awareness as approved by the Department's Bureau of Standards, Practices and Conduct
      v. A course in Workplace Violence Prevention provided by DHS
      vi. A course in Transgender awareness provided by DHS
      vii. A course in Child Abuse and Elder Abuse Mandated Reporter Training
      viii. A course in proper usage of Protective Personal Equipment (PPE) provided by the Quarantine and Isolation facility.
   2. In addition, all client-facing staff shall complete:

i. A course in non-violent crisis intervention including recognition of the escalation process, de-escalation methods, and non-physical intervention techniques.
ii. A course in harm reduction as provided by DHS
iii. A course in trauma-informed care as provided by DHS
iv. A course in domestic violence and human trafficking as provided by DHS
v. A course in field safety as provided by DHS